



Clark County Building Department

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Division:	Permit Application, Plans Examination, & Engineering	Policy & Procedure	BD-PP-113
Subject:	Customer Service Survey	Effective Date:	04/01/2009
Code:		Revised Date:	12/27/2012

A. POLICY

Our goal for customer service is to provide timely and effective plan review, permitting and inspection of construction to ensure compatible and safe development for citizens and visitors of Clark County.

B. PROCEDURE

The Customer Service Survey form and card have been developed in order for customers to submit comments or suggestions on the department's service performance. The following procedures are outlined on how we collect the data, report the results and the staff responsible for these functions:

1. During an applicant's visit to the Building Department he or she has the opportunity to submit a Customer Service Survey Card. There will be three (3) survey boxes located on the service counters in the lobby area. Cards will be made available at the Inspection Scheduling, Plan Submittal, and Permit Issue counters. Cards will also be attached to the permit application when plans are assembled.
2. The Building Permit Support staff will notify the registered design professional in responsible charge of the project requesting them to complete a Customer Service Survey form that is posted on the Department's website during the plan assembly process.
3. The survey cards will be collected monthly by the Building Plans Examination Front Counter Supervisor. The forms received by email will be printed monthly by the assigned Building Plans Examination Building Permit Specialist and given to the appropriate Manager for review.
4. Survey cards and forms will be collected, manually dated, and stored on a monthly basis. The information will then be transferred to a computer database by the Building Permit Specialist staff. The database will allow responses to be tracked and results are then reported.

Attachment: Form #424e (online form)

Revision History:

Policy #	Title	Effective Date	Revised	Reviewed
BD-PP-113	Customer Service Survey	April 01, 2009		
BD-PP-113	Customer Service Survey		December 27, 2012	

Approved by:

Ronald L. Lynn, Director

Concurred by:

Gregory J. Franklin, Assistant Director